

MSRS – Addendum to current posting: Content Managed Web Redesign

Vendor questions submitted:

1. How long of a Warranty/Stabilization period is expected?
3-6 months after vendor work complete should be sufficient.
2. Is response for the Warranty/Stabilization period expected to be onsite or via email or phone?
Support by email or phone should be sufficient.
3. From MSRS project perspective, given the limited availability of MSRS staff is this considered a full-time or part-time engagement?
It is up to the vendor to determine how they would like to schedule the work on the project as long as it meets requirements and schedule. While our subject matter experts will be available for a limited number of hours per week, we anticipate that there will be additional work time by the vendor that will not require direct contact with staff.
4. The project duration from start to end is about 5 months,
The vendor portion of the project will last 3-4 months depending on contracting process and start date. May and June 2012 will be used by MSRS staff for content migration, updating and testing. The warranty/stabilization period will cover this two month period and the initial month(s) after the production deploy date.
5. Please clarify "support maintenance costs for 5 years" - is support maintenance for the CMS or to support further work with MSRS. What are MSRS' expectations for support maintenance - hourly cost or fixed yearly support cost with SLA?
If any support or maintenance costs will be required by your company after the deploy date these should be included. Also the 5 year costs purchase, licensing or support costs of any hardware or software MSRS will need to purchase separately to complete the project should be included. This RFP includes only professional services – any hardware or software will be purchased outside this contract.